

Gail E. Stevens

Proposed Title

Education: 1983-1984, Empire State College, Computer Science Major
1979-1982, Monroe Community College, Computer Science Major

Employment History

Electronic Data Systems *1983-Present*
Various roles including Client Delivery Executive, Program and Project Management, Sales, Operations Management and Systems Engineering supporting large EDS accounts.

Senior Solution Architect *June 2002-Present*
East Coast and Government Sales Support

Responsible for solution development for new or existing clients of EDS Hosting solutions including: Mainframe, Mid-range(Application Servers), Server Consolidation, Web Hosting, Desktops & Network Systems Management. Successfully developed solutions and value propositions that were sold to (3) separate clients including: Server Consolidation and Mid-range Services into EDS Systems Management Centers, Desktop and Network Systems Management and Web Hosting. Developed the high-level implementation plans for the migration.

US Airways Account *February 2002- June 2002*
Client Delivery Executive

Responsible for the delivery of all infrastructure services including mainframe, application servers, desktop, communications and application services. Utilized leveraged delivery including the Tulsa SMC, EDS Sabre Solution Center, MCI, and Decision One for field services.

Completed improvement plans to improve services and delivery from yellow to green status. Oversaw the development of a communications migration program from ATT to MCI and began implementation efforts. Revised staffing levels and skill sets of personnel to improve client satisfaction.

Global Crossing Account *January 2001- February 2002*
Client Delivery Executive

Responsible for the delivery of email messaging services, testing and validation services for the client's metro network product rollout.

- "Green" status on EDS Senior Management Service Excellence dashboard
- Supported the Exchange email migration.
- Supported sales pursuit for larger Infrastructure Outsourcing including application (\$150 million TCV). As CDE assisted in creating, pricing, and delivering the solution to the client until client filed for bankruptcy in 2002.

EDS Xerox Account *1994-2002*
Client Delivery Executive, Xerox Business Services Division, Global Infrastructure Services, and Program Management Office for US Infrastructure Projects

Infrastructure Deployment and Delivery *1997-2002*

- Part of the Leadership team to convert Xerox's 60,000 desktop and office applications from Xerox proprietary software and hardware to MS Office and Exchange by deploying industry standard desktops and 2500 Mail/File/Print servers globally. Worked closed with the delivery organizations to

ensure the delivery of common services and service levels for Xerox Global migration that was completed in 2.5 years.

- Implemented Operational Readiness program to ensure delivery trained for the migration from NT client operating system to Windows 95/98. Ensured delivery capabilities at the help desk, field services, and engineering teams were prepared to support the migration in the US included the use the deployment of a common Knowledge Management System.
- Implemented Client Satisfaction program to measure end user satisfaction and identify improvement initiatives. End user satisfaction climbed to a 95% overall satisfaction rating.
- Provided lessons learned to the broader EDS corporation on how to handle large scale infrastructure conversion projects which was used as a model for future desktop implementations.
- Implemented web based client interaction system to augment/replace calling the help desk for services.
- Implemented a Program Management Office providing project management oversight, training, tools, and processes to support the on average 300+ concurrent infrastructure projects.

EDS Training

Leadership Training: Client Delivery Executive Training, Client Executive Leadership Training @ London Business School, EDS Account Leaders Training, Diversity for Enhanced Business Results, Strategic Value Selling, Executive Relationship Building, Financial Management, EEO, Leading-Learning Organization Forums, and other continuous leadership development classes.

Manufacturing Consulting: Manufacturing Development Program (9 week Consulting Program for the Global Economy including a 4 week consulting engagement with a Tool & Die Shop on Plant Floor Layout and Inventory Reduction).

Quality Training: Focus on Deming, Crosby, EDS Systems Life Cycle and Project Methodology, Xerox Leadership through Quality.

Project Management: EDS Project Management (PM2, GSMS) and Systems Life Cycle Methodology.

Technical Training: Numerous as the technology has changed over the past 15 years including Cobol, PLI, RPG, C, IMS, CICS, Client Server, Network Basics, Unix, etc

Sales Training: Strategic Value Marketing, Strategic Value Selling

E-Business: Electronic Business Overview and Sales Training

Xerox Learning Forum: One of the few EDS employees to participate in a 18 month Xerox Learning forum with focus on personal, professional, and leadership development.

EDS High Performer Mentoring Program: One of 25 employees selected in EDS Americas Delivery 30,000 employee organization to participate in Executive Mentoring program.